



4trust REGISTRATION VALIDITY

- Obligation to register online using the form available on this page, filling in all the fields provided, including the serial numbers of the pump and the motor.
- Registration must be completed within 15 days of the invoice date.
- To use the 4trust programme you will need to show the relevant invoice that should be well preserved and legible.

CAPRARI WARRANTY TERMS

The CAPRARI guarantee covers for a period of 12 (twelve) months from the delivery date, from Caprari headquarter or retailer.

The warranty covers material or manufacturing defects that have been reported in good time, i.e. no later than 2 days from their discovery.

The warranty does not cover damage and/or faulty operation caused by incorrect handling of the product during the transport and installation phases, non-conforming systems, natural wear and tear, current dispersion, chemical corrosion due to the liquid non-compatibility with the pump constructive materials, or by failure to comply with the operating instructions given in the "Use and Maintenance Manual". Furthermore, this warranty excludes all breakdowns caused by excessive or inadequate use of the product, unbalanced current, overvoltage, over temperature of the motor through cooling failure, an excessive number of starts/hour, dry operation, weather conditions (e.g. lightning) and eventual premature wear/corrosion of the materials due to the specific environmental conditions where the product will be installed, etc.

Moreover, Caprari S.p.A. shall not be responsible for wear or damage to the products caused by modifications or repairs made by the purchaser without explicit authorization or carried out before the defect has been reported to Caprari S.p.A. Use of not original spare parts voids the warranty.

The electric motors, electrical and electronic components and the auxiliary equipment are guaranteed for the same period of time and according to the same terms as those specified by the contractor's suppliers.

The warranty terms validity strictly depends on the fact that the purchaser has promptly paid all debts accrued prior to the warranty claim as well as those that fall due in the course of the operations pertaining to the warranty itself.

During the warranty period, those parts with recognized material or manufacturing defects will be repaired or replaced with new parts, ex works of origin, within the shortest possible time by Caprari S.p.A.

Products which, during the warranty period, are found to possess operating or manufacturing defects must be sent by the purchaser, at his own expenses, to the Caprari dealer from which the purchase was made, together with the document attesting the purchase and the installation form in the Use and Maintenance manual.

The dealer will then contact Caprari S.p.A. or an Authorized Service Center in order to activate the warranty claim.

The examined and repaired material will be shipped from Caprari S.p.A., carriage forward.

All the expenses sustained when the product is collected from the place where is installed and for the successive installation operations are at the purchaser's charge.

If the parties agree to have the repairs covered by the warranty carried out on site, Caprari S.p.A. undertakes to supply the spare parts covered by the warranty clauses, free of charge.

Moreover, if requested, Caprari S.p.A. will provide specialized personnel for the repairs.

In this case, the services will be charged according to the price list rates, considering that all the tools and the equipment necessary for the operations will be provided at the purchaser care, including the necessary manpower.

The replaced parts are property of Caprari S.p.A.

Caprari S.p.A. is not responsible for any direct or indirect damages of any kind or for any reason.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state (or by country or province). Other than as permitted by law, Caprari does not exclude, limit or suspend other rights you may have, including those that may arise from the nonconformity of a sales contract. For a full understanding of your rights you should consult the laws of your country, province or state.

Caprari Pumps Australia Pty Ltd
AUSTRALIA

Caprari Portugal LDA
PORTUGAL

Caprari France SARL
FRANCE

Bombas Caprari SA
SPAIN

Caprari Pumpen GmbH
GERMANY

Caprari Tunisie SA
TUNISIA

Caprari Hellas SA
GREECE

Caprari Pumps (UK) LTD
UNITED KINGDOM